



# DIVISION OF PLANNING ACCELA CITIZENS' ACCESS PORTAL USER GUIDE

## Introduction

### **Paperless. Convenient. Trackable.**

As of December 9, 2019, all planning and permit applications will be processed online using the citizens' access portal instead of paper applications.

The City of Dublin is launching a new program to improve the permit and plan application process. The program utilizes the Accela and ePlan/ProjectDox platforms, which makes it easy for businesses, contractors, and citizens to submit applications online and track their progress. This replaces the time-consuming mail-in or walk-in process for submitting applications.

To access the new Accela Citizens' Access Portal program please visit: <https://aca3.accela.com/dublinoh/default.aspx>

To access the new ePlan/ProjectDox program please visit: <https://dublin-oh-us.avolvecloud.com/ProjectDox/>

Below is a quick guide to show you how to register an account through the Accela Citizens' Access Portal and how to apply for various applications through the Planning Division. For additional help please contact the Planning Division at 614-410-4600.

## Table of Contents

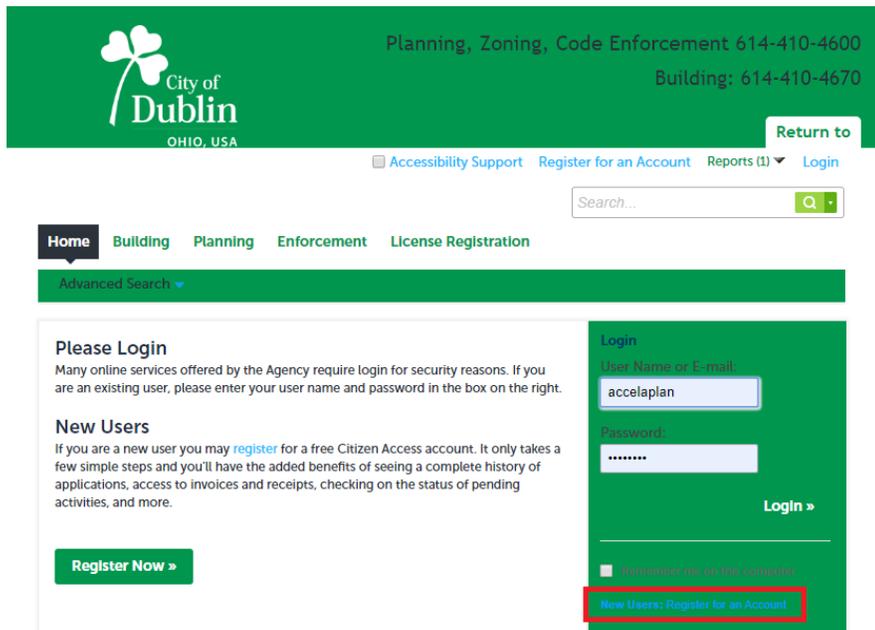
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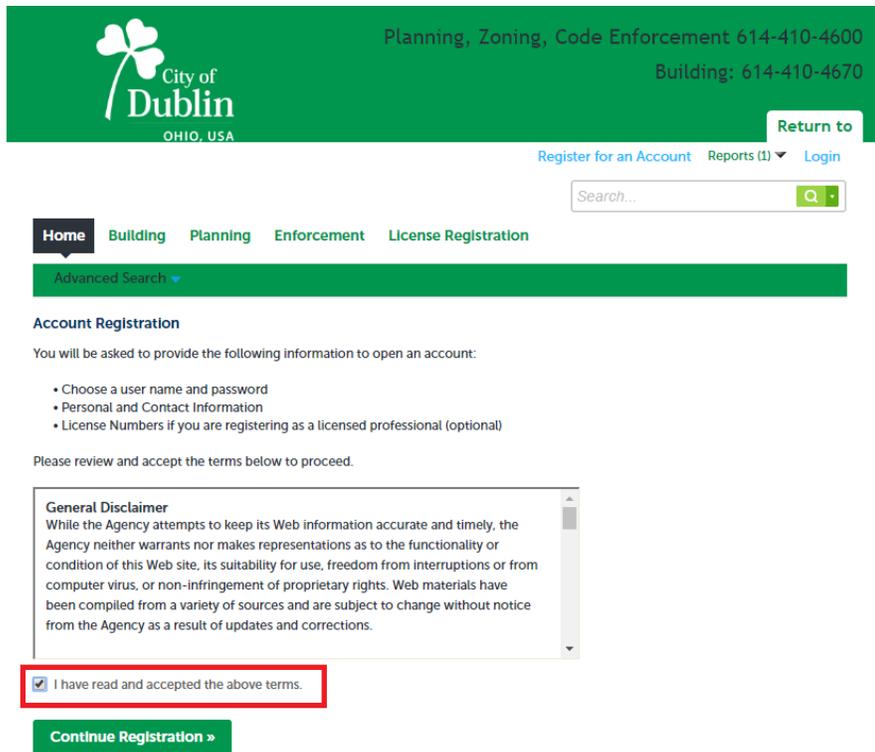
# Registering for an Account

To register for an account please navigate to: <https://aca3.accela.com/dublinoh/default.aspx>

**Step 1:** Click on 'New Users: Register for an Account,' below the Login section of the page.



**Step 2:** Read the General Disclaimer and check the box, 'I have read and accepted the above terms,' then click 'Continue Registration.'



**Step 3:** Fill in the 'Login Information,' section with a username, email address, password, and security question.

Search...

Home Building Planning Enforcement License Registration

Advanced Search

Account Registration Step 2:  
Enter/Confirm Your Account Information

\* indicates a required field.

**Login Information**

\*User Name:

\*E-mail Address:

\*Password:

\*Type Password Again:

\*Enter Security Question:

\*Answer:

**Contact Information**

Choose how to fill in your contact information.

[Add New](#)

I'm not a robot  reCAPTCHA Privacy - Terms

[Continue Registration >](#)

**Step 4:** Click 'Add New,' in the 'Contact Information,' section. For individual/organization at the top of the page select 'Mailing,' then fill in the required fields. Once you've finished completing the 'Contact Information,' section click 'Add Additional Contact Address,' and fill in the required fields. Click 'Continue,' when you've filled in all required fields.

**Contact Information**

\*Individual/Organization: Individual

\*First:  Middle:  \*Last:

Home Phone:  Work Phone:  Mobile Phone:

\*E-mail:

Name of Business:

**Contact Addresses**

[Add Additional Contact Address](#)

To edit a contact address, click the address link.

✔ Contact address added successfully.

Showing 1-1 of 1

Action	Address Type	Address	Recipient	Status
<a href="#">Actions</a>	Mailing	5800 Shier Rings Road		Active

I'm not a robot 



**Step 5:** Click and check the 'I'm not a robot' CAPTCHA box at the bottom of the page and click 'Continue Registration.' You have now created an Accela Citizens' Access Portal account. Please click 'Login Now,' at the bottom of the page to login using your username/email and password.

Search...

Home Building Planning Enforcement License Registration

Advanced Search

 Your account has been created successfully. You can login immediately using your User Name and Password

Your account has been successfully created. Congratulations. You have successfully created an account with the Agency and can login immediately. If you have registered as a licensed professional, additional activation by the Agency may be required. If activation is necessary, another e-mail will be sent notifying you when activation is complete.

### Account Information

---

User Name: dublinaccetaplanning  
E-mail: dublinaccetaplanning@gmail.com  
Password: \*\*\*\*\*  
Security Question: Dublin Planning Division Address?

### Contact Information

---

Dublin Accela Planning Home Phone:  
dublinaccetaplanning@gmail.com Work Phone: 6144104600  
Mobile Phone:

### Contact Address List

▼ Contact Addresses

Showing 1-1 of 1

Action	Address Type	Address	Re
	Mailing	5800 Shier Rings Road	

**Login Now**



# Applying for a Planning Application

To apply for a Planning Application please first navigate to: <https://aca3.accela.com/dublinoh/default.aspx> and login.

**Step 1:** Navigate to the 'Planning,' tab at the top of the page. Next, click 'Create an Application,' read the General Disclaimer and check the related box. Finally click 'Continue Application.'

The screenshot shows the City of Dublin Accela Planning Application System interface. At the top left is the City of Dublin logo with a shamrock and the text "City of Dublin OHIO, USA". To the right, contact information is displayed: "Planning, Zoning, Code Enforcement 614-410-4600" and "Building: 614-410-4670". A "Return to" button is in the top right. Below the header, a navigation bar includes "Home", "Building", "Planning" (highlighted), "Enforcement", and "License Registration". A secondary bar contains "Create an Application" and "Search Cases". A search box with a magnifying glass icon is present. The main content area is titled "Online Planning Application Submittal" and contains a welcome message: "Welcome to the Online Planning Application System. Using this system you can submit your application, pay fees, and track the status of your application all from the convenience of your home or office, 24 hours a day." Below this is a warning: "Please 'Allow Pop-ups from This Site' before proceeding. You must accept the General Disclaimer below before beginning your application." A scrollable box contains the "General Disclaimer" text: "While the Agency attempts to keep its Web information accurate and timely, the Agency neither warrants nor makes representations as to the functionality or condition of this Web site, its suitability for use, freedom from interruptions or from computer virus, or non-infringement of proprietary rights. Web materials have been compiled from a variety of sources and are subject to change without notice from the Agency as a result of updates and corrections." Below the disclaimer is a checked checkbox with the text "I have read and accepted the above terms." and a green "Continue Application »" button.



**Step 2:** Select the 'Record Type,' or application type you would like to apply for. The applications are sorted under their associated Boards and Commissions. If you cannot find your application type you can search for it in the search bar highlighted below. Once you've selected the 'Record Type,' or application type you would like to apply for, click 'Continue Application.'

Home Building **Planning** Enforcement Contractor Registration

Create an Application Search Cases

Select a Record Type

Choose one of the following available record types. For assistance or to apply for a record type not listed below please contact us.



- ▼ Administrative Applications
  - Administrative Approval
  - Certificate of Zoning Plan Approval - Commercial
  - Certificate of Zoning Plan Approval - Residential
  - Certificate of Zoning Plan Approval - Temporary Sign
  - Home Occupation Permit
  - Minor Subdivision
  - Open Space Fee in Lieu
  - Parkland Fee
  - Planning Misc. Fee
  - Tree Removal/Replacement Fee
  - Zoning Compliance Letter.
- ▼ Architectural Review Board (ARB)
  - Administrative Departure
  - Architectural Review Board
  - Architectural Review Board/Final Development Plan
  - Architectural Review Board/Informal
  - Architectural Review Board/Master Sign Plan
  - Architectural Review Board/Minor Project
  - Architectural Review Board/Preliminary Development Plan
  - Architectural Review Board/Waiver
  - Informal Review
  - Parking Plan
- ▼ Administrative Review Team (ART)
  - Administrative Departure
  - Development Plan WID
  - Minor Project Review
  - Minor Project/Administrative Departure
  - Parking Plan
  - Wireless Communications Facility
- ▼ Board of Zoning Appeals (BZA)
  - Administrative Appeal
  - Special Permit
  - Variance
  - Wireless Communications Facility
- ▼ Planning & Zoning Commission (PZC)
  - Administrative Departure
  - Administrative Review - Code Amendment
  - Administrative Review - Other
  - Amended Final Development Plan
  - Amended Final Development Plan/Conditional Use
  - Concept Plan
  - Conditional Use
  - Final Development Plan
  - Final Development Plan/Conditional Use
  - Final Plat
  - Informal Review
  - Master Sign Plan
  - Parking Plan
  - Preliminary Development Plan
  - Rezoning with Preliminary Development Plan

Please select the application type you are applying for from the dropdown menus or search it using the search box.



**Step 3:** Fill in the address associated with the application you are applying for. If there are multiple address associated with your application only fill in the information for one, you will be asked to fill in the other addresses at a later step. If the property associated with your project does not have an address please enter the parcel ID number. Once you've entered either the address or parcel ID number you can click 'Search,' to autofill the remaining information.

[Home](#) [Building](#) **[Planning](#)** [Enforcement](#) [License Registration](#)

[Create an Application](#) [Search Cases](#)

### Informal Review

1 **Property Information** 2 Application Detail 3 Review 4 Record Issuance

### Step 1: Property Information > Property Information

\* indicates a required field.

#### Address

* Street No.:	Direction:	* Street Name:	Street Type:
<input type="text" value="5800"/>	<input type="text" value="--Select--"/>	<input type="text" value="shier rings"/>	<input type="text" value="--Select--"/>
Unit Type:	Unit No.:		
<input type="text" value="--Select--"/>	<input type="text"/>		
City:	State:	* Zip:	
<input type="text"/>	<input type="text" value="--Select--"/>	<input type="text"/>	

[Search](#)

[Clear](#)

#### Parcel

\* Parcel Number:

[Search](#)

[Clear](#)

#### Owner

Owner Name: 

Address Line 1:



**Step 4:** Once you've used the 'Search,' autofill feature please ensure that the 'Owners,' section has autofilled. If the owner listed is a previous owner or incorrect, please update that information now. Once you've completed the page click 'Continue Application.'

Home Building **Planning** Enforcement License Registration

Create an Application Search Cases

### Informal Review

1 Property Information 2 Application Detail 3 Review 4 Record Issuance

### Step 1: Property Information > Property Information

\* Indicates a required field.

#### Address

\* Street No.:  Direction:  \* Street Name:  Street Type:

Unit Type:  Unit No.:

City:  State:  \* Zip:

Search Clear

#### Parcel

\* Parcel Number:

Search Clear

#### Owner

Owner Name:  ?

Address Line 1:

Address Line 2:

City:  State:  Zip:

Country:

Search Clear

Continue Application »

Save and resume later



**Step 5:** Please select an applicant for the associated application. **Please be aware, the applicant will be the only person with upload right in ePlan/ProjectDox.** If you are the applicant, please click 'Select from Account,' and choose your related information. If you are submitting the application for someone else who will act as the applicant please click 'Add New,' and enter their contact information. Once you've completed the page click 'Continue Application.'



City of  
**Dublin**  
OHIO, USA

Planning, Zoning, Code Enforcement 614-410-4600  
Building: 614-410-4670

[Return to](#)

Logged in as: Accela Plan Collections (0) Reports (1) Account Management Logout

[Home](#) [Building](#) **[Planning](#)** [Enforcement](#) [License Registration](#)

[Create an Application](#) [Search Cases](#)

### Informal Review

1 Property Information	2 Application Detail	3 Review	4 Record Issuance
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### Step 1 : Property Information > Contact Information

\* indicates a required field.

### Applicant

**Please be aware: The Applicant will be the only person with upload rights in Electronic Plan Review.**

[Select from Account](#) [Add New](#)

[Continue Application »](#)

[Save and resume later](#)



**Step 6:** Fill in the 'Detail Information,' and 'Property Information,' sections shown below. In the 'Detail Information,' section please give your project a name and provide a brief description of what your proposal is, please be aware staff may change these later. In the 'Property Information,' section list any additional addresses or parcel ID numbers related to your application. Fill in the remaining required fields, for help click on the blue question marks located to the left of each field. This will give you a brief explanation on what type of information is needed. Once you've completed the page click 'Continue Application.'

[Home](#) [Building](#) **[Planning](#)** [Enforcement](#) [License Registration](#)

[Create an Application](#) [Search Cases](#)

### Informal Review

1 Property Information	2 Application Detail	3 Review	4 Record Issuance
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### Step 2: Application Detail > Application Detail

\* indicates a required field.

#### Detail Information

Project Name:

Planning Division - Informal Review

Project Description:

This is a request for informal review and feedback for a development application in regards to the Development Building.

[spell check](#)

#### Property Information

##### Property Information

List Additional Addresses:

? None

\* Parcel Size: (S)

? 2.43 Acres

\* Existing Land Use:

? Flex Office/Research & D▼

\* Proposed Land Use:

? Flex Office/Research & D▼

\* Existing Zoning District:

? TF, Technology Flex Distr▼

\* Proposed Zoning District:

TF, Technology Flex Distr▼

[Continue Application >](#)

[Save and resume later](#)



**Step 7:** Please review the page to ensure all the information provided is correct. If something is wrong click 'Edit,' to go back and correct the related information. Once all the information is correct click 'By checking this box, I agree to the above certification,' and then click 'Continue Application.'

Home Building **Planning** Enforcement License Registration

Create an Application Search Cases

**Informal Review**

1 Property Information 2 Application Detail 3 **Review** 4 Record Issuance

**Step 3: Review**

[Continue Application »](#) [Save and resume later](#)

Please review all information below. Click the "Edit" buttons to make changes to sections or "Continue Application" to move on. You must check the box to agree to the certification at the bottom of the page before you can continue.

**Record Type**

Informal Review

**Address** [Edit](#)

5800 SHIER RINGS Rd  
DUBLIN OH 43016

**Parcel** [Edit](#)

Parcel Number: 273001585

**Owner** [Edit](#)

CITY OF DUBLIN  
5800 SHIER RINGS RD  
OH

**Applicant** [Edit](#)

Individual  
Accela Plan Home Phone: 6144104650  
E-mail: accelaplan@gmail.com

**Detail Information** [Edit](#)

Project Name: Planning Division - Informal Review  
Project Description: This is a request for informal review and feedback for a development application in regards to the Development Building.

**Property Information**

**Property Information** [Edit](#)

List Additional Addresses: None  
Parcel Size: 2.43  
Existing Land Use: Flex Office/Research & Development  
Proposed Land Use: Flex Office/Research & Development  
Existing Zoning District: TF, Technology Flex District  
Proposed Zoning District: TF, Technology Flex District

I am the property owner, or have been authorized by the property owner to act as the representative in all matters pertaining to the processing and approval of this application, including modification to the application. I agree to be bound by all representations and agreements made by the designated representative.

I have read and understand the contents of this application and verify the information contained in this application, attached exhibits and other information submitted is complete and in all respects true and correct to best of my knowledge and belief.

By checking this box, I agree to the above certification. Date: 12/09/2019

[Continue Application »](#) [Save and resume later](#)



**Step 8:** You have now submitted your Planning Application. Please see the below boxes to view your Record Number. In this example, the record number is 19-079INF.

After submitting the Planning Application, the applicant listed on your application will receive an email from ePlan/ProjectDox to upload your materials and drawings to ePlan/ProjectDox. **For information on the ePlan/ProjectDox process please see the 'ePlan Quick Guide.'**

If there is a fee associated with your application your Accela Citizens' Access Portal account will be invoiced for the fee amount associated with your application type. This fee is viewable and payable under the 'My Records,' tab. You should receive an email when your account is invoiced, if not please actively check your account as review will not begin until the fee is paid.

The screenshot shows the City of Dublin Accela Plan interface. At the top, there is a green header with the City of Dublin logo and contact information: "Planning, Zoning, Code Enforcement 614-410-4600" and "Building: 614-410-4670". Below the header, there is a navigation bar with links for "Home", "Building", "Planning" (highlighted), "Enforcement", and "License Registration". A search bar is located to the right of the navigation bar. Below the navigation bar, there is a green bar with "Create an Application" and "Search Cases" buttons. The main content area is titled "Informal Review" and contains a progress bar with four steps: "1 Property Information", "2 Application Detail", "3 Review", and "4 Record Issuance" (highlighted). Below the progress bar, there is a green box with a checkmark icon and the text "Your application has been successfully submitted." Below this box, there is another green box with the text "Thank you for using our online services. Your Record Number is 19-079INF." Below this box, there is a paragraph of text: "You will need this number to check the status of your application or to schedule/check results of inspections. Please print a copy of your record and post it in the work area." Below this paragraph, there is a horizontal line. Below the line, there is a paragraph of text: "A licensed professional is now authorized to proceed with work at the designated location." Below this paragraph, there is a paragraph of text: "Your record type requires a follow-up inspection once work is completed. You may schedule the inspection now or return to schedule the inspection upon completion of the work. Choose 'View Record Details' to Schedule Inspections, check status, or make other updates." Below this paragraph, there is a green button with the text "View Record Details »" and a note in parentheses: "(You must post the record in the work area.)"

